

SUPPLEMENTAL DIRECT TESTIMONY  
OF  
JIM AGNEW

CONSUMER SERVICES DIVISION  
ILLINOIS COMMERCE COMMISSION

TALK AMERICA, INC.

DOCKET NO. 00-0732

JANUARY 17, 2002

OFFICIAL FILE  
I.C.C. DOCKET NO. 00-0732  
Staff Exhibit No. 3.1  
Witness Agnew  
Date 1/25/02 Reporter

1   **Q.   Please state your name and business address.**

2   A.   My name is Jim Agnew and my business address is 527 East Capitol Avenue,  
3       Springfield, Illinois 62701.

4  
5   **Q.   Are you the same Jim Agnew who previously submitted pre-filed direct**  
6       **testimony in this docket?**

7   A.   Yes.

8  
9   **Q.   What is the purpose of this supplemental testimony?**

10  A.   This supplemental testimony will discuss my review of the complaint records of  
11       Talk America, Inc. provided to me by the Company on January 8, 2002 as a  
12       result of a data request.

13  
14  **Q.   Please indicate your opinion regarding the Company's application for a**  
15       **certificate of facilities-based local exchange service authority in Illinois?**

16  A.   As I discussed in my previous testimony, the Talk America, Inc. complaint  
17       records with the Illinois Attorney General's Office, the Company's use of multiple  
18       names and d/b/as and the Company's responses to certain questions have all  
19       led me to believe that the Company lacks the managerial expertise to be certified  
20       as a facilities-based local exchange service provider in Illinois.

21

22

23

24 **Q. Has your opinion on this matter changed?**

25 A. No. In fact my review of Talk America, Inc.'s complaint records has revealed  
26 further reasons why the Company lacks the managerial expertise for the  
27 Commission to certificate it as a facilities-based local exchange carrier.  
28

29 **Q. What information in the complaint records of Talk America, Inc. supports**  
30 **your conclusion?**

31 A. I analyzed the written records of complaints by Illinois citizens against the  
32 Company as well as the Company's responses, and found patterns of practice  
33 and behavior which constitute violations of Section 13-902 of the Illinois Public  
34 Utilities Act (PUA). In addition, the complaint records further support my  
35 conclusion that the Company used its marketing association with America On-  
36 Line (AOL) improperly so that customers were led to believe that AOL was their  
37 pre-subscribed long distance carrier. Finally, my review of the third-party  
38 verification tapes provided by Talk America, Inc. in support of its sales of long  
39 distance service revealed further violations of Section 13-902 of the PUA.  
40  
41

42 **Q. You already discussed the requirements of Section 13-902 of the PUA in**  
43 **your previous testimony. What did your review of the Talk America, Inc.**  
44 **complaint records reveal?**

45 A. Complaints by Illinois citizens were submitted to Talk America, Inc. by the Illinois  
46 Attorney General's Office, the Illinois Commerce Commission (ICC), the Federal

47 Communications Commission (FCC) and the Better Business Bureau (BBB).  
48 The records of these complaints illustrate that Talk America, Inc. used a variety  
49 of similar letter of agency (LOA) checks as a means to acquire new long distance  
50 customers. The checks often contained only the name of America On-Line and  
51 the AOL logo on the front side of the checks. Talk America, Inc. and its d/b/a  
52 "The Phone Company" were mentioned in very small type on the back side of the  
53 checks as the "provider" of the AOL Long Distance Savings Plan. The language  
54 on the front of many of the checks simply indicated that, "Signing, cashing and/or  
55 depositing of this check will switch your long distance service and local toll to  
56 AOL Long Distance Savings Plan." See Attachment 1 . Moreover, in their  
57 written complaints, customers often alleged that they did not know the distinction  
58 between AOL and Talk America, Inc. Furthermore, in several instances, AOL  
59 was the only party allegedly identified by the complainant despite the fact that  
60 AOL is not a certificated provider of long distance service in Illinois, and those  
61 services were always provided by Talk America, Inc. The LOA checks contained  
62 in the complaint records which were used by Talk America, Inc. to illustrate the  
63 Company's attempts to obscure its identity with that of AOL.

64  
65  
66 **Q. You mention that not all of the LOA checks contain just AOL's name on the**  
67 **front. How did the other checks appear?**

68 **A.** Other checks followed a similar design as the checks which only had AOL's  
69 name and logo on the front in that some checks contained both AOL's name and

70 logo in combination with language that indicated the AOL Long Distance Savings  
71 Plan was "provided by Talk.Com Holding Corp" See Attachment 2 Others had  
72 the same language, but instead stated that the AOL Long Distance Savings Plan  
73 was "provided by The Phone Company" See Attachment 3 . A small number of  
74 the checks only contained Talk.Com as the company listed. See Attachment 4.  
75 Finally, several checks were issued to customers in tandem with Discover Card,  
76 and were represented as "\$25 Instant Cashback Bonus\* Award from Discover  
77 Card and Talk.Com. See Attachment 5. Each of the different checks followed  
78 the same basic design, and appear to have been issued to existing customers of  
79 AOL, Discover Card or other companies with which Talk America, Inc. may have  
80 had marketing arrangements. Id.

81  
82 **Q. What other patterns of regulatory violations did you discover after**  
83 **reviewing the various LOA checks used by Talk America, Inc.?**

84 A. The patterns of practice by the Company with its LOA checks reveal a variety of  
85 problems. Not only were the LOA checks allegedly used, I believe, as part of the  
86 Company's attempts to obscure its identity, but they were also allegedly used in  
87 a manner which violated Section 13-902 of the PUA. Many of the checks  
88 allegedly contained incorrect customer information such as combining the phone  
89 number for a different customer with the name and address of another.  
90 Nevertheless, it was alleged that these checks then, when signed, were used by  
91 the Company to change the wrong customer's pre-subscribed long distance  
92 phone services. In one instance, the entire list of phone numbers for a hotel

93 were allegedly changed to Talk America, Inc., even though the endorser of the  
94 check crossed out the hotel's main number on the check and replaced it with her  
95 correct number. Furthermore, the name and address on the check in the  
96 complaint records held by Talk America, Inc. do not match the hotel's name and  
97 addresses.

98 A particularly disturbing case of alleged slamming associated with Talk America  
99 pertains to allegations that, although the address and phone number on the  
100 check belonged to the complainant, the name on the check was not the  
101 complainant's. Instead, the name on the check was the name of the  
102 complainant's girlfriend's ex-boyfriend. When the complainant called the  
103 Company to complain about being switched, he was allegedly told that the  
104 Company could not speak to him because his name was not on the Talk  
105 America, Inc. account. This occurred even though he alleged that it was his  
106 name on the local service and he was responsible for all the bills on that phone  
107 number in question. Furthermore, the check in this case was issued on March  
108 26, 2001, but not cashed until April 10, 2001. See Attachment 6 The LOA check  
109 associated with this case also reveals that the Company allegedly initiated this  
110 change in service using the LOA check after the date upon which it claimed in  
111 the Rebuttal Testimony of Sharon Thomas (Page 7, Lines 11-12) it had ended  
112 this practice.

113 At least two LOA checks in the complaint records were allegedly used as means  
114 to change customers to Talk America, Inc. without the checks even being signed.  
115 Attachment 4 above illustrates one of these instances. See Attachment 4.

116  
117 Finally, from my review of the complete complaint records provided by Talk  
118 America, Inc. the records show that almost none of the LOA checks allegedly  
119 associated with slamming were used in tandem with confirmation letters to  
120 customers as required under Section 13-902 of the PUA. In only a couple of  
121 rare instances were confirmation letters included in the records. See Attachment  
122 7. However, these confirmation letters from the Company were still in violation of  
123 Section 13-902 of the PUA because the letters did not follow the guidelines set  
124 forth in the Section. In particular, the letters do not contain a toll free number for  
125 the customers to call in order to cancel the change in service.

126  
127 **Q. What other patterns of regulatory violations and/or deceptive practices did**  
128 **you discover in the complaint records provided by Talk America, Inc.?**

129 A. Many of the complaint records contained replies from Talk America, Inc. that the  
130 Company had no LOA or independent third party verification (TPV) on file to  
131 support the alleged change in carrier. These are examples of clear violations of  
132 FCC slamming rules and Section 13-902 of the PUA.

133 In some of the complaint records where the Company could produce no LOA or  
134 TPV, Talk America, Inc. asserts that the customer had signed up on-line.  
135 However, any action by the customer to "sign-up" would still fall under the same  
136 regulatory requirements for LOA's, and the Company did not supply any on-line  
137 forms or signatures in support these particular claims. Additionally, no  
138 confirmation letters, as required under Section 13-902 of the PUA, were included

139 in these records.. For example, one record of a customer who was allegedly  
140 enrolled using multiple methods (LOA check, TPV and "on-line sign-up) included  
141 one page of what appears to be an on-line LOA. See Attachment 12 However,  
142 the letter only asked the customer to provide its phone number and nothing else.  
143 FCC rules for LOAs require more information, including the subscriber's name  
144 and billing address, Moreover,, as with the vast majority of the other cases, no  
145 record of a confirmation letter was attached to this file.

146 Other records in the complaint files supported my concerns about the Company's  
147 use of its association with AOL. For example, one customer alleged they  
148 received a winback letter addressed to "Dear AOL Long Distance Member,"  
149 referring to the customer's "service with AOL Long Distance," and signed by  
150 "AOL Long Distance, Customer Care." See Attachment 8 The letterhead  
151 contains AOL's logo with Talk.Com's logo and address directly underneath it.  
152 Moreover, this is the only place where Talk.com is referenced in the entire letter.  
153 Id.

154 Talk America, Inc.'s TPV provider also seems to be confused about the  
155 Company's identity. In a reply letter, to the FCC, the third party verifier,  
156 Advanced Data-Comm, Inc. (ADC), never mentions Talk America, Inc. See  
157 Attachment 9 Instead, it references verifying the customer's "intent to change  
158 their telephone service to the AOL Long Distance Savings Plan." Id. It also states  
159 that, "ADC identified this particular customer account as a verified sale and  
160 notified AOL accordingly." Id.

161 Still, another customer alleged experiencing Talk America, Inc.'s use of AOL's



162 identity to obscure its own when she alleged that she received a collection notice  
163 from the AOL Long Distance Savings Plan, with the AOL logo stating she owed a  
164 balance "due to AOL Long Distance Savings Plan," and signed by "AOL Long  
165 Distance Savings Plan, Collections Department." See Attachment 10 Many  
166 customers alleged they were billed for monthly fees or other charges on their  
167 credit cards by Talk America, Inc. even though PIC freezes blocked the  
168 Company's attempts to change the customers' long distance services. Credit  
169 card statements were included in the records in support of these allegations. Id.  
170 As I reviewed the complaint records, I also began to notice a pattern in which  
171 customers repeatedly alleged that they had either been slammed multiple times  
172 by Talk America, Inc. or alleged that their attempts to select another long  
173 distance carrier had been blocked despite having no PIC freeze with their local  
174 company. Some of the complaint records included Talk America, Inc.'s  
175 employees mentioning the need to receive a customer's "notice of intent to  
176 cancel service." Finally, I came across a Company employee's notation that  
177 stated the following about a customer's account:

178 On 5/19/98 we received notice of cancellation from lec. On 5/20/98 we  
179 resubmitted an order to lec as we were never notified from member that  
180 she wanted to cancel. That order was confirmed on 5/21/98. On 10/8/98  
181 we received another notice of cancellation from lec but no request to  
182 cancel from member. On 10/14/98 another order was sent to lec and it  
183 was confirmed on 10/15/98. On 11/13/98 member contacted us to find  
184 out why we were still her carrier. Member was told that according to  
185 Terms of Service that she agreed to, we required that all members must  
186 notify us of the request to cancel in writing.

187 See Attachment 11

188  
189 I have concluded that Talk America, Inc. re-submitted PIC changes for  
190 customers who had legitimately chosen other carriers in direct violation of FCC

191 slamming rules and Section 13-902 of the PUA. The Company cannot use its  
192 previous LOA or TPV to re-submit a PIC change once the customer has actively  
193 chosen another carrier. Regulations require that a new sale and  
194 verification/confirmation be performed in order to do this. Regulations also do  
195 not require any sort of cancellation notice by the customer to the previous carrier,  
196 and Talk America, Inc.'s records provided no customer-signed contracts which  
197 would dictate otherwise.

198  
199 **Q. Did you also find any regulatory violations in your review of the audio**  
200 **tapes containing TPVs for Talk America's sales to Illinois customers?**

201  
202 A. Yes. As I detailed in my previously filed direct testimony, TPVs must follow  
203 certain guidelines under Illinois law. Agnew Direct Testimony, Page 4, Line 16 to  
204 Page 5, Line 3. They must also comport with the slamming rules of the FCC. Id.  
205 In many of the TPV tapes provided by Talk America, Inc. I reviewed the verifier  
206 did not confirm the subscriber address, as required under Section 13-902 of the  
207 PUA.

208 Many of the TPV tapes revealed that the verifier also did not advise the  
209 subscriber that they may only designate one pre-subscribed carrier for each type  
210 of service for each line, as required under Section 13-902 of the PUA.

211 Furthermore, in many of the TPV tapes, the verifier stated that the subscriber's  
212 service would be changed to the AOL Long Distance Savings Plan, instead of  
213 the Company. Talk America, Inc. and its previous names and d/b/as were only

mentioned briefly later in the verifications, typically when the verifier was discussing the customer's billing, rates and benefits.

One TPV audio record revealed that the verification was for a change to the "Sears Callers Advantage Long Distance Program." While the complaint record for this particular customer's alleged change in service was blocked by a PIC freeze, this did not, allegedly, prevent the company from billing her a monthly fee on her Sears Charge under the name, "Callers Advantage". Apparently, this is yet another d/b/a or Company name that Talk America, Inc. used.

Finally, many of the TPV tapes contained no mention of the fact that a fee may be imposed to the subscriber for the change in service as required under Section 13-902 of the PUA.

**Q. To summarize, in your opinion has Talk America, Inc. exhibited the necessary managerial capabilities to be certificated as a facilities-based local exchange carrier in Illinois?**

**A.** No. Talk America, Inc.'s complaint records reveal patterns of practice over a period of several years in direct conflict with Illinois statutes and FCC rules.

**Q. Does this conclude your supplemental testimony?**

**A.** Yes.

[illegible]

Check # : 0019383959  
Date Paid : 11/10/99  
Volume ID : 19991202233806

Ex. 3.1  
Attachment 2

*Post House*

111015999  
FLAB-NA  
PHILADELPHIA PA  
071000770  
DATE 11-8-99  
SEQ# 3248  
SUSURENBANK & TRUST CO.  
ATM#1189

IMPORTANT PHONE NUMBER MUST BE CORRECT

COLLECTING BANK  
FUND-NA  
PHILADELPHIA PA  
071000770

TALK 02915

[illegible]

Check # : 0063595222  
Date Paid : 2/4/00  
Volume ID : 20000302201503

|  |  |   |                                |                            |
|--|--|---|--------------------------------|----------------------------|
| <b>TALK.com</b>  |  | CHECK EXPIRES FEBRUARY 15, 2000. SIGNING, CASHING AND/OR DEPOSITING<br>OF THIS CHECK WILL SWITCH YOUR LONG DISTANCE SERVICE AND LOCAL<br>TOLL-TO-TALK.COM HOLDING CORP. |                                | 3-50<br>310                |
| 010FF621595222   | <i>I do not want this<br/>please take it off my bill</i> |   | No. 63595222                   | Issue Date January 3, 2000 |
| PAY TO THE ORDER OF:   |  | BILL  | <b>Check Amount</b><br>\$25.00 |                            |
| Irene E. Stone<br>930 McKibbin Ln<br>Springfield IL 62707-9238                                       |  | PAY Twenty Five and 00/100 DOLLARS  |                                |                            |
|  |  | Attention: Financial Institution.<br>Check must be cashed with payee's signature to be valid for<br>cashing and/or deposit. Check value not to exceed \$25.00           |                                |                            |
| If your address or telephone number is printed incorrectly, please make changes on the reverse side. |  | 45601 <i>Paul E. Storch</i>   |                                | East Union Bank 700        |
| Customer Phone Number (217) 546-7306   |  | Authorized Signature  |                                | TALK.com Long Distance     |
| *0063595222*   |  | *031000503*   |                                | *0000002500*               |

[illegible]

TALK 02914

**F.B.I.**



By specific casting and depicting in this great masterpiece he is able to give his distance scenes in A.D. 1800 greater distance than he could have given by any other means. The scenes in A.D. 1800 are presented by the film as if they were actually seen by the audience. The distance scenes in A.D. 1800 are presented by the film as if they were actually seen by the audience. The distance scenes in A.D. 1800 are presented by the film as if they were actually seen by the audience.



Account Number: 0000031542871

04/16/2001

Talk.com  
6805 Route 202  
New Hope, PA 18938

JOSH HUTTER  
44 WILLOWHAVEN CT  
COLONA, IL 612419012

Dear Talk.com Long Distance Savings Plan Customer,

Thank you for choosing the Talk.com Long Distance Savings Plan.

We have received your order for phone number 309-796-0925 and have forwarded it to AMERITECH ILLINOIS. Soon you will begin to enjoy the pricing and features that only Talk.com members can demand. Each month, your long distance charges are conveniently billed to the credit card you selected. The charges appear on your credit card as "Talk.com Long Distance". To view your on-line billing information, please go to the Member's Area at <http://www.talk.com>, and enter the following information:

Account Number= 31542871  
Password=

If you wish to change the password, please login to our Members Area, enter the password above to view your bill, then select "Change Password" under the Modify Account section. Then follow the instructions.

If you have any additional questions, please go the Member's Area at <http://www.talk.com>. We value and appreciate your business.

Sincerely,

Talk.com Long Distance Savings Plan

TALK 01517



04/11/2001

Talk.com  
6805 Route 202  
New Hope, PA 18938

LOVADER HEDGER  
3661 WANDA ROAD  
EDWARDSVILLE, IL 62025

Dear AOL Long Distance Member,

Unfortunately we have received notification from AMERITECH ILLINOIS of a request for service interruption regarding your account with AOL Long Distance provided by Talk.com. If you were not aware of the cancellation of your AOL Long Distance account, it is possible that another carrier has requested to switch your service without your authorization.

To prevent an interruption of your service with AOL Long Distance and your online billing, please contact AMERITECH ILLINOIS and tell them not to make the change.

Remember, you may receive a final bill for the calls made between the end of your last billing cycle and the effective date of your cancellation.

We value and appreciate your business. If you have in fact cancelled your service, we sincerely hope that you will reconsider this decision and keep your lines on our plan. If you would like to discuss your service, please call us at 1-888-408-3088.

Sincerely,

AOL Long Distance  
Customer Care

TALK 01981

JUN-27-01 WED 11:49 AM ADVANCED DATA COMM.

FAX NO. 319 582 2003

P. 03

Susan McMillan

FCC-IL DOB: 6/29/01

H962718 815-634-0243



June 27, 2001

Re: BTN 8156340243

Susan McMillan:

This letter is being provided to you in order to clarify the procedures used by Advanced Data-Comm (ADC), an Iowa-based independent third party verifier, with respect to the change of the above described BTN from their previous long distance telecommunications provider to the AOL Long Distance Savings Plan. These procedures strictly conform to the rules and regulations regarding the change of a consumer's primary long distance telecommunications service provider as prescribed in Title 47, Section 64.1100 of the Code of Federal Regulations and FCC 98-334, 14FCC Rod 1508 (1998).

On 10/14/99, ADC Verification Representative # 0899 verified that the individual identifying them self as the duly authorized person to make decisions on the long distance service and the AOL account, as well as their intent to change their telephone service to the AOL Long Distance Savings Plan. The customer identified them self as Susan McMillan. After Susan duly authorized the change in the primary long distance telephone service provider, the ADC Verification Representative obtained the customer's date of birth: 051862 as their unique identifier. As such, ADC identified this particular customer account as a verified sale and notified AOL accordingly.

As an independent third party verification company, Advanced Data-Comm, Inc. does not have access to or knowledge of the phone charges incurred by Susan. Therefore, ADC lacks the authority to cancel or make adjustments to this account.

Thank you for your time and consideration regarding this matter. If you have any questions or need additional information, please feel free to contact customer support at 1-888-825-5265.

Sincerely,

Laura McCandless

Laura McCandless  
Account Manager, ADC

03/13/00 9:50AM; JEFF #477; Page 7/9



## AOL Long Distance Savings Plan

40 42 \*\*\*\*AUTO\*\*MIXED AADCJ33  
4953164  
ABNER PANAGA  
3824 HULL ST  
SKOKIE IL 60076-1644

Dear AOL Long Distance Saving Plan Member,

**WE URGE YOU NOT TO IGNORE THIS REQUEST!**

We currently show a balance of \$497.38 due to AOL Long Distance Savings Plan, which is now seriously past due. We have attempted to contact you by several means on a number of occasions.

Please be advised your failure to cooperate in satisfying this debt may leave us no other choice but to refer your account to a collection agency for further action.

The fastest and simplest way to resolve this balance and update your payment information is to go to **Keyword: LD Member**, click **"Update Account"**, select **"I need to change my payment information"**, and enter a valid credit card then click **submit**.

To view your online billing, or if you have any questions about the service, please visit our new Member's Area at Keyword: LD Member.

We accept all major credit cards or a check by phone. To make a payment arrangement, contact us at 1-858-344-9344. If you have already resolved this debt with our collections department please disregard this notice.

If you are unable to provide a valid credit card or check by phone, you can make a payment by sending a check or money order to the following address:

P.O. Box 1505  
Palm Harbor, FL 34682-1505

Sincerely,

**AOL Long Distance Savings Plan  
Collections Department**



**AOL Long Distance Savings Plan**  
P.O. Box 1505  
Palm Harbor, FL 34682-1505



TALK 02654

Subj: Patricia Meyer 618-235-6410 FCC IL 4/26/00  
Date: 4/18/00 2:48:33 PM Eastern Daylight Time  
From: Tlkjoey  
To: Ts1cynthia, Tecce  
Sent on: AOL 4.0 for Windows

**Complaint Summary:**

Mkt Code: B22 Online signup

Member is stating that we switched her phone service twice without her authorization. Member did sign up for service in Dec of 1997 online. The order was sent to lec on 12/30/97 and it was confirmed by first usage on same day. On 5/19/98 we received notice of cancellation from lec. On 5/20/98 we resubmitted an order to lec as we were never notified from member that she wanted to cancel. That order was confirmed on 5/21/98. On 10/8/98 we received another notice of cancellation from lec but no request to cancel from member. On 10/14/98 another order was sent to lec and it was confirmed on 10/15/98. On 11/13/98 member contacted us to find out why we were still her carrier. Member was told that according to the Terms of Service that she had agreed to, we required that all members must notify of us of the request to cancel in writing. She did request to cancel then so we blocked her line of our service. Members last call was on 11/7/98. Total amount billed to account was \$65.28, total amount paid was \$57.58 and total amount credited was \$0.09.

Complaint appears to be invalid as Terms of Service due state that member needs to contact us in the event they want to cancel and we were never contacted. Will offer to credit out 7.61 balance on account and close it with 0 balance due as resolution.

**Resolution: No Contact**

Tried contacting member with no response, will resolve complaint no contact as follows:

- Deactivated Screen Name
- Blocked BTN from our network
- Removed any billing info
- Credited out remaining balance on account of 7.61
- Forwarded info to Patti Volkar to add to do not contact list

Account has been closed with a zero balance due, complaint resolved with no contact. Mailed resolution letter to address on file to inform member of resolution.

**ACCOUNT RESOLVED**

**BRIAN.**

TALK 01167

## Long Distance



### Enroll Now To Begin Saving on Long Distance

STEP 1: Enter the telephone number on which you make long distance calls:

217-523-0611

Example: 123-555-1234

STEP 2: Do you frequently use any of your other telephone lines to make long distance calls?

☐ Yes ☒ No

STEP 3: Tel-Save will bill the credit card on file with AOL or you can provide another credit card:

☒ Bill to Credit Card on File

☐ Bill Another Credit Card

STEP 4: Enter full name for Authorization

DAVID ALLIAN

You will receive your calling card instructions via email within 24 hours of the processing of your order.

MORE INFO

CONTINUE

## Long Distance



### Tel-Save Long Distance Service Agreement

*By completing this order, I authorize Tel-Save, Inc. to request my local telephone company to change my primary interexchange carrier designation for the telephone number listed on the previous screen. I understand that this change is for my interstate and, where applicable, intrastate long distance carrier and that I may designate only one primary interstate, and where applicable, one primary intrastate long distance carrier. I also understand that my local phone company may charge me a fee for this change, which may appear on my local telephone bill as a change related to "The Phone Company", a name that Tel-Save does business as in many jurisdictions. I verify that I am over 18 years of age and have the authority to make this request.*

SWITCH FOR:

217-523-0611

PREVIOUS

COMPLETE THIS ORDER

CANCEL

TALK 00111